

Page 3, line 9, delete "The", and insert therefor --This--.

Page 9, line 21, delete "that", and insert therefor --each of which--; and

line 25, delete "PC's", and insert therefor --PCs--.

Page 14, line 13, after "arise", insert --, --; and delete "in".

Page 15, line 24, before "put", insert --to--; and delete "retrieval of", and insert therefor --retrieve--.

Page 18, line 23, after "of" insert --taking--.

Page 19, line 9, after "as" insert --the--.

Page 20, line 7, after "on" insert --the--.

Page 23, line 11, after "have" insert --a--.

Page 25, line 6, delete "over weight" and insert therefor --overweight--;

line 7, delete "says is" and insert therefor --takes the data that--;

line 8, after "there" insert --is--; delete "it is maxed out," and insert therefor --the

comparison shows that the weight of the load approached the maximum truckload weight-- and

line 24, delete "says is it" insert therefor --queries if it is--.

Page 26, line 2, after "(" insert --i.e.,--;

Page 27, line 5, delete "setup" insert therefor --set up--;

line 9, delete "says give me,, insert therefor --determines from--;

line 10, delete "those areas" insert therefor --the service area (s) to which the load is

destined--;

line 17, delete "this and says here is" insert therefor --the decision process of Box 350 and inputs--;

line 18, delete "you decide" insert therefor --determine--;

line 19, delete "not on just" insert therefor --based an different factors and not on just the--;

line 21, delete "say 90%, and" insert therefor --e.g. 90%, while--;

line 22, after "is" insert --made--;

line 24, delete "go" and insert therefor --the decision goes--;

NE line 25, after "toll" insert --an--;

Page 28, line 1, delete "go" and insert therefor --the process goes--; delete "is" and insert therefor --has been found--;

line 7, after "forms" insert --that are then generated--; delete "and" and insert therefor --990 that--;

line 8, delete "a 990 which is" and insert therefor --with--;

line 11, delete "says this is" and insert therefor --states--;

line 13, after "relay" insert --the information--;

line 14, after "via" insert --the--;

line 15, delete "and";

line 17, after "of" insert --the--; after "is" insert --by--;

line 18, after "or" insert --a--; after "is" insert --however--;

line 22, delete "says, has that" and insert therefor --queries if--; and

line 24, delete "go" and insert therefor --the process goes--.

Page 29, line 8, delete "says if it" and insert therefor --first determines if there--;

line 9, delete "go" and insert therefor --goes--;

line 11, delete "says you want the carrier" and insert therefor --instructs that the carrier is--;

line 13, delete "your", and insert therefor --the--;

line 15, delete "cancel the load and follow" and insert therefor --the load is canceled and the process follows--;

line 16, after "reassign" insert --s--;

line 18, delete "Decision" and insert therefor --As discussed above, decision--;

line 19, delete "is likewise involved.";

line 20, delete "It";

line 22, after "delivery," insert --or--; delete "Product," and insert therefor --
products-- (both occurrences);

line 24, delete "would" and insert therefor --may--;

Page 30, line 7, after "this" insert --information--; and

line 16, delete "says" and insert therefor --outputs--.

Page 31, line 1, delete "says" and insert therefor --instructs to--;

line 8, after "locates" insert --the--;

line 10, delete "to the left of order release," and insert therefor --the order release in
decision Box 364,--;

line 12, delete "you actually load the truck." and insert therefor --the truck is actually
loaded.--;

line 13, delete "you need to load the truck and take" and insert therefor --the truck
must be loaded taking--; after "consideration" insert --the---

line 14, delete "types." and insert therefor --type(s) of the load--; delete "you" and
insert therefor --to--;

NE line 15, delete "," and insert therefor -- (e.g.,--; after "dry" insert

line 16, delete "says" and insert therefor --determines that--;

line 18, delete "product" and insert therefor --load--; and

line 19, delete "consisting" and insert therefor --consists--.

Page 32, line 1, after "automatically change" insert --the data on the--;

line 6, delete "feeds into Box 368 as well and says yes" and insert therefor --is fed into by Box 368 as well for indicating--;

line 7, before "product" insert --the--; line 8, after "information" insert --outputs--; delete "feeds" and insert therefor --feed--;

NE line 13, delete "as he is" and insert therefor --while--;

line 18, delete "says" and insert therefor--determines--;

line 20, delete "In other words, I received in my" and insert therefor --For example, decision Box 382 indicates that the driver received in the--;

line 21, delete "it gets to the other end" and insert therefor --the load reaches its destination--;

line 22, delete "I" and insert therefor --they--; delete "is" and insert therefor --can be--;

line 23, delete "He's basically signing to say that yes, I" and insert therefor --The carrier basically signed to say that they--;

→ line 24, after "received" insert --and are responsible for--; after "of" insert --the--; delete "It also makes it" and insert therefor --The signing also makes the Bill of Lading--;

line 25, delete "documents" and insert therefor --document--;

Page 33, line 1, delete "says" and insert therefor --indicates--;

line 10, delete "he's"; delete "it" and insert therefor --the customer--;

line 11, delete "customer" and insert therefor --one--; delete "go" and insert

therefor --the process goes--;

NE line 13, after "11390 is" insert --that--;

line 15, delete "this" and insert therefor --that--;

→ line 21, delete "its the shipper's" and insert therefor --the shipper is--;

line 22, before "fault" insert --at--; delete "generate"; after "memo" insert --is generated--; delete "its" and insert therefor --it is--;

line 23, delete "this" and insert therefor --the normal--;

line 24, delete "it" and insert therefor --the customer--; and

line 25 delete "got" and insert therefor --received--.

Page 34, line 3, delete "you";

line 5, delete "says to notify" and insert therefor --indicates to notify an--;

line 8, after "is" insert --then--;

line 9, delete "says" and insert therefor --indicates--;

line 11, delete "says" and insert therefor --indicates--,

line 14, delete "says this is what you do if its" and insert --determines what to do if--;

line 15, after "report" insert --is made--;

line 16, delete "on the next page,";

line 17, delete "and says this is a damage report. Damage report being" and insert therefor --a damage report has been made. Damage reports are handled--;

line 18, delete "different than" and insert therefor --differently from--;

line 19, delete "says here are" and insert therefor --states--; and

line 21, delete "says" and insert therefor --indicates--; after "in" insert --the--.

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→ Page 35, line 4, delete "says was" and insert therefor --queries if--; after "this" insert --is--;

line 5, after "this" insert --determination--; delete "they" and insert therefor --in-house carriers--; delete "goll" and insert therefor --the process goes--;

line 7, delete "hours, at that point" and insert therefor --hours. At that point,--;

line 9, after "on" insert --an--; delete "go" and insert therefor --the process goes--;

NE line 10, after 11436,11 insert --to be--;

line 11, delete "go" insert therefor, --the process goes--;

line 12, delete "assigned" and insert therefor --assigns--;

line 14, delete "says, is" and insert therefor --determines whether--; after "damage"

insert --is--;

line 15, delete ", if so, file a claim with" and insert therefor --. If so, a claim is filed with the--;

line 16, delete "states" and insert therefor --States--;

line 17, delete "to file" and insert therefor --for filing--;

line 18, delete "what"; delete "was"; before "damage" insert therefor --the--; after "and" insert --the--;

line 21, delete "its"; delete "carrier's fault, go" and insert therefor --carrier is at fault, the process goes--;

line 22, delete "determine if its over \$25.00 and go through the decision if" and insert therefor --determines if the amount of damage is \$25.00. The process then goes through the decision whether--;

line 23, delete "its not"; delete "carrier's" and insert therefor --carrier is not at--; and

line 24, after "cost" insert --of the damage--.

Page 36, line 2, delete "That's why the" and insert therefor --The--; delete "is" insert therefor

--was--;

line 3, after "created" insert --in order to generate this type of damage report--; delete

"right hand side is" and insert therefor --decision Boxes 432, 434, 436 and 418 are directed to handling--;

line 4, after "over" insert --products--; delete "decide is that report" and insert therefor

--a determination is made whether the report shows an OS&d--; delete "go" and insert therefor --the

process goes--;

line 5, delete "file" insert therefor --handles--; delete "portion" and insert therefor --
report accordingly--;

line 6, after "18," insert --in--;

line 10, delete ""go" and insert therefor --the
process goes--; delete "and file" and insert therefor --where--;

line 11, after "tracer" insert --is generated--; delete "says" and insert therefor --states--;
delete "why haven't you" and insert therefor --and inquires why the carrier has not--;

line 12, delete "responded" and insert therefor --the carrier does respond--;

line 13, delete "say yes, I received your" and insert therefor --confirm that they received
the--;

line 14, delete "am doing further research" and insert therefor --are researching it--;

line 15, delete "Follow up on promptness of" and insert therefor --A follow up on the
promptness of the--;

line 16, after "for" insert --the--;

line 17, delete in its entirety and replace with --In decision Box 448, if the claim is

alo resolved, then the carrier pays the settlement.--;

line 18, delete "Decision" and insert therefor --In decision--; after "within" insert --a--;

line 19, delete "deduct loss from freight bill per agreement with" and insert therefor --the

o7 loss resulting from the damage is deducted from the freight bill per an agreement with the--.

Page 37, line 1, delete "Arrow down says pass" and insert therefor --The arrow down indicates

that--;

line 2, after "order" insert --is passed--;

line 5, after "information" insert --then--;

NE line 9, delete 11,11 and insert therefor --and--;

line 16, delete "to perform" and insert therefor --in performing--;

line 17, after "and" insert --to--;

line 18, delete "You release" and insert therefor --releasing--;

line 22, delete "this" and insert therefor --in that--;

line 23, delete "up"; delete "the" (second occurrence) and insert therefor --that--;

line 24, after "Then" insert --the--; after "days" insert *NE* --step is used--; and

line 25, before "additional" insert --taking into account--.

Page 38, line 11, delete "payment" and insert therefor --payments--;

line 12 after "from" insert --decision--; delete "saying" and insert therefor --indicating

to--;

line 15, after "with" insert --an--;

line 24, delete "unloads" and insert therefor

--unloading--;

Page 39, line 9, delete ""go" and insert therefor --The process goes--;

line 16, delete 'says" and insert therefor --indicates--;

line 21, delete "says" and insert therefor --indicates--; and

line 22, after "bill to" insert --the--.

Page 40, line 1, delete "says" and insert therefor --shows--;

line 2, after "without" insert --the--;

line 4, delete "asks, does the customer pay" and insert therefor --queries whether the customer pays--;

line 5, delete "does the customer make" and insert therefor --makes--;

ne line 6, delete ", or maybe nonell and insert therefor In addition, even if no OS&D--;

line 7, delete "reported and he takes" and insert therefor --is reported, the customer still may nonetheless take--; delete "anyway?" and insert therefor

line 8, delete "says" and insert therefor --shows--; delete "in this case"

line 9, after "carrier" insert --when the customer does not pay the shipper--;

line 10, delete ",,";

line 17, delete "says close C.O. and apply cash" and insert therefor --shows that the C.O. is closed and cash is to be applied--; and

line 19, delete "is" and insert therefor --was--.

Page 42, line 14, delete "put" and insert therefor --putting--.

Page 43, line 15, delete "put" and insert therefor --putting--.

Page 46, line 25, delete "put" and insert therefor --putting--.